

# Digital Employee Operations

Next generation HR operations to drive operational efficiency and employee experience



*Today's workforce is becoming more global, mobile, social and flexible. Concurrently, workforce expectations for consumer-grade experiences are rising. Meeting the expectations of this modern workforce requires HR and IT leaders to take a fresh look at HR service delivery technologies and models.*

## Gartner

Modernizing HR Service Delivery for the Digital Workforce, Melanie Lougee, Ron Hanscome, June 1, 2016

## The consumer challenge facing your HR function

Traditional cost and value pressures faced by HR are now compounded by digital native employees looking for a seamless experience accessible at times convenient to them. Meeting this demand for a consumer grade employee experience is essential to attracting, growing and retaining the talent needed to fuel business strategy, particularly in a world of fast changing skills sets and competing global demand.

Moreover, the speed of business, diversity of talent requirements and self-service approach of Next Generation Human Capital Management (HCM) products mean that line managers are expected to be the new frontier of HR, and require the right support infrastructure and processes to support that expectation.

To overcome these challenges, HR leaders are faced with some difficult choices:

- Replace the existing HR platform for one that delivers transparent, tangible value.
- Boost employee experience and engagement on existing platforms to enhance satisfaction, productivity and retention.
- Optimize HR operations to release HR resources to address the talent agenda to fulfil business requirement.

## What is “right-touch”?

Right-touch leverages the principles of customer segmentation to HR interactions. Deploying the most appropriate response channel (chat, email, FAQs, telephone, face-to-face, etc.) and response level to match the requirement of individual employees enables an organization to optimize operational costs and resources.

## Industry knowledge and unique assets ensure best-in-class outcomes

Capgemini’s Digital Employee Operations puts your individual employee at the center of your HR value proposition. By moving away from a process-centric approach to one that is very much about the employee experience, your organization can transform the way you address your talent and workforce challenges. This is achieved through two key building blocks:

- Digital Employee Helpdesk – as a single HR point of contact for all your employees, managers and HR professionals, the Digital Employee Helpdesk engages at all levels through an omnichannel interface ranging from traditional email and phone to a more modern chatbot, virtual agent, real time connections. Powered by Odigo – our cloud contact center solution that delivers carrier, telephony and integration services, the Digital Employee Helpdesk goes beyond traditional first contact resolution, enabling the cultural shift of HR to the front line.
- Digital HR Operations – built on Capgemini’s renowned Global Enterprise Model© (GEM) methodology, Digital HR Operations deploys tailored process models for all major HCM platforms including SuccessFactors, Workday and Oracle. We integrate HR operations bringing together your HR Target Operating Model, HCM functionality, best-in-class products and the appropriate use of robotics, which is all underpinned by our ESOAR methodology.

## An integrated HR services platform built on efficiency and experience

Capgemini’s Digital Employee Operations puts your employee at the heart of the solution using the right-touch, role-based approach. Reducing the cost of your HR operations is also a critical outcome to meet business challenges.

- Increased profits – engaged employees, satisfied customers, lower recruitment costs and a 25–30% reduction in HR service-desk costs all serve to improve your profitability.

- Enhanced employee satisfaction – ready and appropriate access to HR information, including a significant boost in Net Promoter Score (NPS), can help retain and reward your most talented people, which supports business growth.
- Increased productivity – easier, less time-consuming access to information that results in a more effective workforce.
- Optimized use of your human capital – a superior employee experience across your business units and geographies and increases the strength of your employer brand.
- Minimized risk to your company’s reputation – legislative and corporate policy compliance and social media monitoring avoid potential damage to your brand.

## Digital Employee Helpdesk

Helps you



**Right-touch**

Right-touch HR Service: Omnichannel with query resolution path through chatbots, virtual agents, knowledge bases to a live agent and concierge service



**One Size Does Not Fit All**

Segregation of HR services as per employee role. Bronze, Silver and Platinum levels of service



**Service Analytics to Improve Helpdesk**

## Digital HR Operations

Helps you



**HCM Tailored**

HCM Tailored Global Process Models: Capgemini GPM tailored to Workday, SuccessFactors, Oracle Fusion. Map new roles, benefits aligned to HR technology



**Robots and Tools**

Supplementary Robotics, Tools



**Virtual Delivery Centre**

HR Virtual Delivery Centre: HR processes moved to VDC at transition. No touch processing. 20-30% transaction eliminated



**Predictive Workforce Analytics**

Enhances HCM analytics to move

## Why Capgemini?

Our long history and strong reputation in providing HR services has already made a significant and positive impact on many of our client’s bottom line and profitability. From a Swiss-based, world-leading agribusiness to an Australian flat product steel producer, and from a North American utility company to a privately-held Brazilian conglomerate, our clients have come from a range of industry segments, all with their own unique commercial and trading landscapes as well as a broad variety of challenges that require innovative and expert solutions.



ESOAR is our unique methodology of continuously improving the efficiency and effectiveness of HR operations. This is done through a combination of process, technology and user experience.

**Eliminate** – all unnecessary processing activities by addressing the root cause for waste and barriers to a standard service.

**Standardize** - by rethinking the basics to limit the level customization required.

**Optimize** – the processes and limit customization, and optimize the existing HR IT landscape to maximize its capabilities.

**Automate** – using easily configured best of breed tools that work alongside your HR IT platform after standardizing processes.

**Robotics** – deployed to drive efficiency in any remaining manual activities, simulating the activities of a human operator.



We are proud of the value we continue to deliver to our clients and the results speak for themselves. Our Digital Employee Operations offering has delivered the following outcomes and benefits to our clients:

- 20–30% reduction in the cost of HR provisioning
- 40–60% increase in productivity
- First contact resolution rate of more than 95%
- 5 point improvements in employee Net Promoter scores

These benefits demonstrate our commitment to making a real and valuable difference for our clients, boosting employee performance, improving employee satisfactions and reducing the cost of HR.



*Next Generation HR needs to embrace a consumer grade experience with a leaner, more efficient organization to become an Employer of choice.*

### Anjali Pendelbury-Green

Vice President,  
Head of Digital Employee Operations, Capgemini's Business Services



## About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of 200,000 team members in over 40 countries. The Group reported 2016 global revenues of EUR 12.5 billion.

Visit us at [www.capgemini.com](http://www.capgemini.com)

## People matter, results count.

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